

<p align="center">EMERGENCY SERVICES DIVISION</p> <p align="center">BROOKHAVEN NATIONAL LABORATORY</p>		<p>Procedure No: FR-GEN-7.0.2</p> <p>Revision No: 4</p> <p>Page 1 of 2</p>
<p>Title: EMERGENCY TELEPHONE</p>		
<p>1.0 <u>PURPOSE</u></p> <p>1.1 Extension 911 / 2222 is the BNL emergency service number for Fire, Police, and Medical emergencies.</p> <p>1.2 This Procedure standardizes how the answering of the BNL emergency telephone extension 911 / 2222 is answered.</p> <p>2.0 <u>RESPONSIBILITIES</u></p> <p>None</p> <p>3.0 <u>DEFINITIONS</u></p> <p>None</p> <p>4.0 <u>PREREQUISITES</u></p> <p>None</p> <p>5.0 <u>PRECAUTIONS</u></p> <p>None</p> <p>6.0 <u>PROCEDURE</u></p> <p>6.1 The BNL emergency telephone, extension 911 / 2222 is first answered by the Security Communications Officer, who answers with: "Brookhaven Emergency". Since most of the calls on extension 911 / 2222 involve Security matters, they are the more appropriate lead organization.</p>		
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- 6.2 The Fire/Rescue Group Watch is to pick up the telephone, wait one ring while recording the calling number, and listen to the conversation. Calls involving a fire emergency or a medical emergency may be transferred to the Fire/Rescue Group Watch of the Communications Officer by saying: "Fire, do you have this call?", or the like. The Watch is to respond with: "Yes, this is Firefighter (name). May I help you?", or the like. In order to minimize confusion on the part of the caller, it is important for the caller to know that several people may be simultaneously on the line, and that a specific transfer or responsibility has taken place. After identifying himself, the Watch may ask additional questions of the caller in order to clarify the situation. If a call only involves Security matters, the Watch may hang up.
- 6.3 When it is apparent that a response of the Fire/Rescue Group is required, the still alarm is to be sounded. The Watch is to initiate the appropriate standard response. A brief explanation over the PA system should follow.
- 6.4 As much information as possible is to be obtained about the incident before the Fire/Rescue Group responds. Information obtained from the caller is always to be repeated to assure its accuracy. The alarm note pad is to be used to jot down information. A few extra seconds of conversation may greatly clarify the situation, allowing a more tailored and useful response without significantly increasing the response time.
- 6.5 All conversations are to be conducted in a slow, calm, businesslike manner. The Watch is to be at all times courteous with the caller. If the call is not an emergency call, it is not necessary to ask the caller to hang up and call a non-emergency number as long as the conversation is short. Information may be given or received, but followed by the suggestion that the caller use the non-emergency numbers for future non-emergency calls.
- 6.6 Any problem with or suggestions for improving the communications process are to be given to the Chief.

7.0 **IMPLEMENTATION AND TRAINING**

None

8.0 **REFERENCES**

None

9.0 **ATTACHMENTS**

None